

NorthLink Ferries

Performance Monitoring

August 2025

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	61	176	58
Number of Failures	1	2	2
Failures after relief event*	0	0	2
Punctuality:			
On time including relief events	61	176	58
Number of failures	2	23	13
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	3,299	17,910	4,421	29,602	55,232
Non-Commercial Vehicles	808	3,831	674	8,923	14,236
Freight (lane metres)	3,142	31,615	11,218	10,105	56,081

"Relief Event" is an agreed event with the Scottish Government which revokes any performance deductions which may be applied to the operator. Examples include sailings cancelled or delayed due to bad weather in line with safety procedures; delays due to unavailability or operational restrictions of harbour facilities.

